

## **FY 2001 BUDGET AND PERFORMANCE REQUIREMENTS**

### **Addendum 4**

**July 2, 2001**

### **INQUIRIES**

#### **Intermediaries and Carriers**

Contractors have advised HCFA that call center workload management would benefit from using federal holidays for other inquiry activities, such as customer service representative (CSR) training. Contractors have also advised HCFA that differences in ATB rate requirements between beneficiary and provider call center requirements were problematic. Regional Offices have expressed similar concerns.

As a result of this advice and subsequent government review, there are changes to the FY 2001 beneficiary and provider inquiries BPRs that are effective immediately. Please communicate these changes to your contractors immediately. Neither of these changes affects the contractors' inquiry funding levels. For those ARAs that serve as project leads for the FY 2001 CPE review teams, please communicate these changes to the CPE review teams for this year. These changes are also in the final FY 2002 BPRs and will be manualized.

The changes are as follows:

- Effective immediately, contractors may choose to perform other appropriate beneficiary or provider inquiry work (e.g., CSR training) on federal holidays in lieu of answering telephone inquiries.
- The monthly ATB internal rate for beneficiary telephone inquiries shall not exceed an average of 10 percent; this changes the previous requirement that the monthly ATB internal rate should average 10 percent. The provider ATB rate continues to be that provider telephone inquiries shall not exceed an average of 10 percent.